NHS

Wandsworth Clinical Commissioning Group

Kinesis User Manual

For Consultants

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1. Kinesis – Quick Reference Guide for Registration and Logon

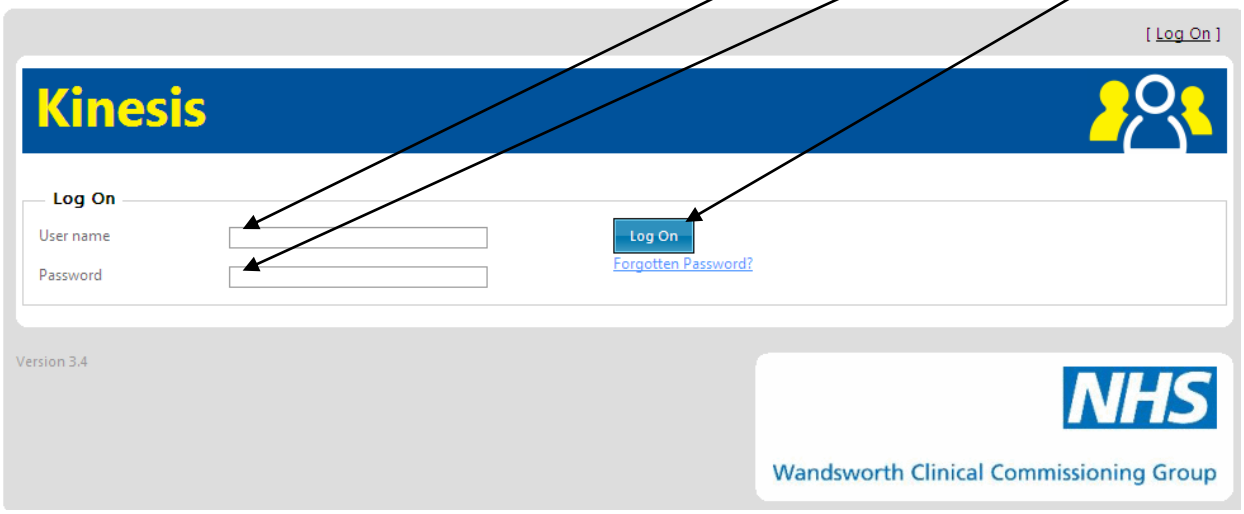
How to 'Register' to use Kinesis

To use Kinesis you need a Kinesis Username and Password. You should have already received your username and password, however if you do not have a Kinesis username please send an e-mail to ***WACCG.RMPSupport@nhs.net*** with your registration details as listed below requesting access to Kinesis and a username and first-time use password will be sent to you (via email).

How to 'Log On' to the system

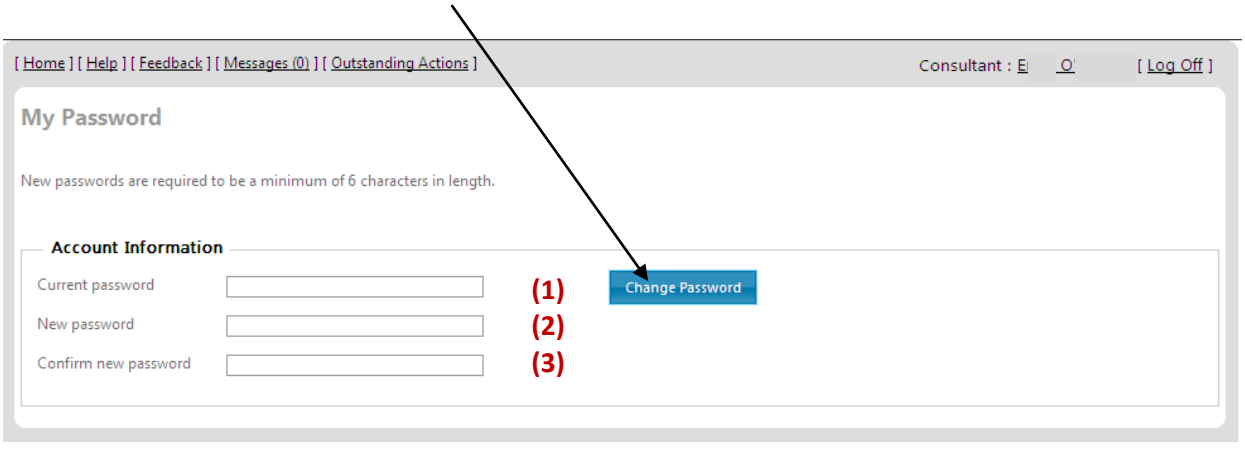
Enter the Kinesis web portal address https://nww.kinesis.wandsworth.nhs.uk/into your address search bar on internet explorer (alternatively a shortcut can be added to your desktop).

1. The Kinesis logon page will now appear; please enter your '**user name**' and '**password**' and '**click on**' **the 'Log On' icon**.

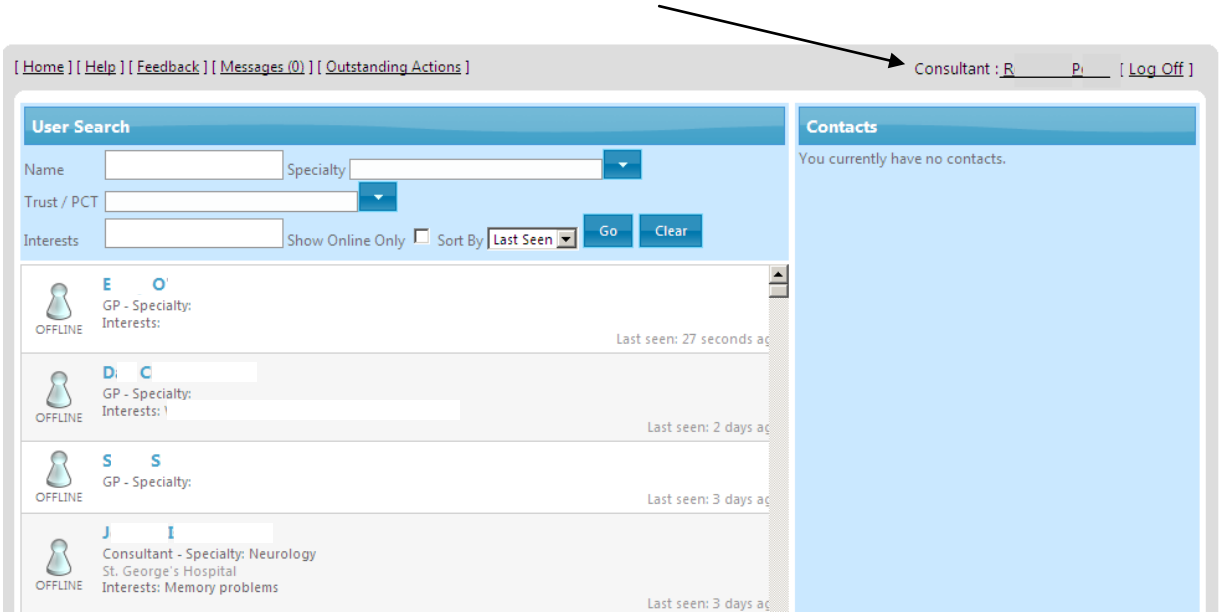


2. The first time you log on, you will be prompted to change your password:
   - **(1)** Enter your current password,
   - **(2)** Enter a new password, and
   - **(3)** Re-enter your new password

   Then click on the '**Change Password**' icon.

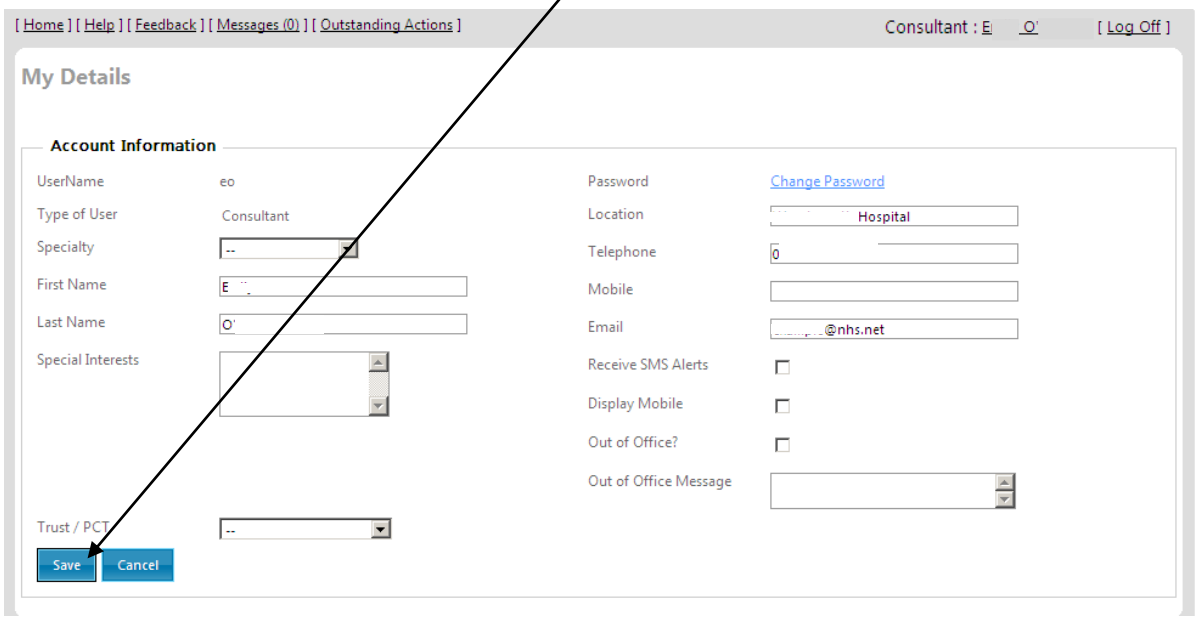

[Home] [Help] [Feedback] [Messages (0)] [Outstanding Actions]
Consultant : E O
[Log Off]
My Password
New passwords are required to be a minimum of 6 characters in length.
Account Information
Current password
New password
Confirm new password
(1)
(2)
(3)
Change Password

3. Next view and update your details by selecting your **title** from the top right hand side of the screen.



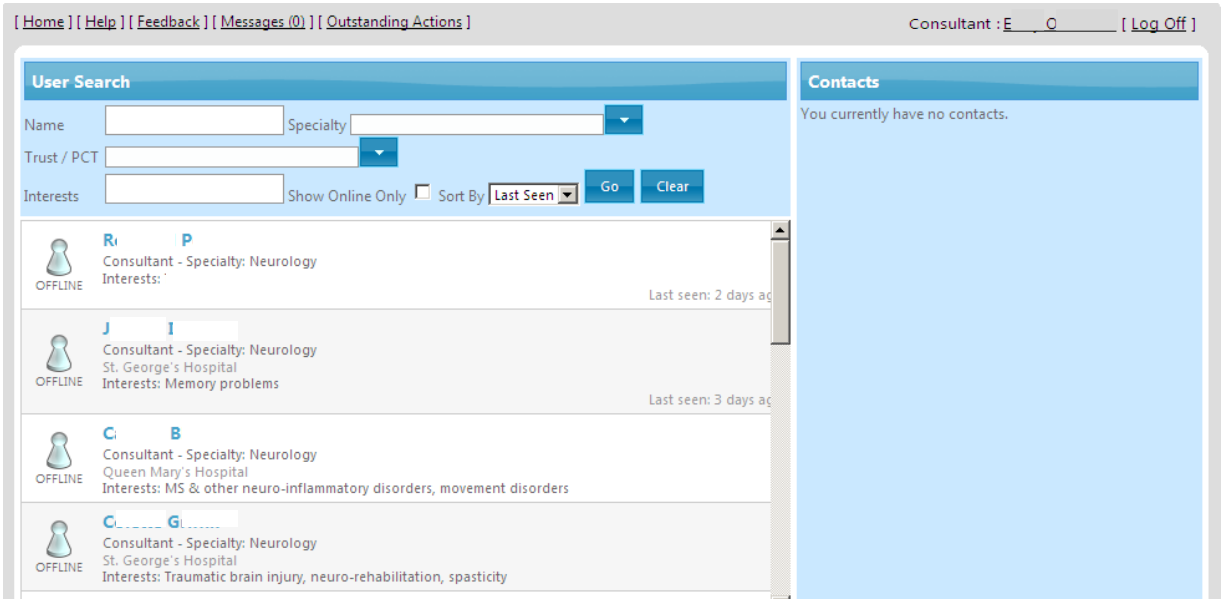
The details page will now open –

4. Update details as appropriate and click on the '**Save**' icon.



Note: It is important to check your details regularly; particularly that your phone number and email address are accurate. Kinesis is a directory service and will use these details to contact you.

5. After clicking on the '**Save**' icon you will be returned to your Home Screen.



Once logged on you will be able to see:

- The list of all GPs registered with Kinesis who may seek advice from you about their patient.

- The list of all Consultants (including their specialty) registered with Kinesis who are able provide advice to GPs.

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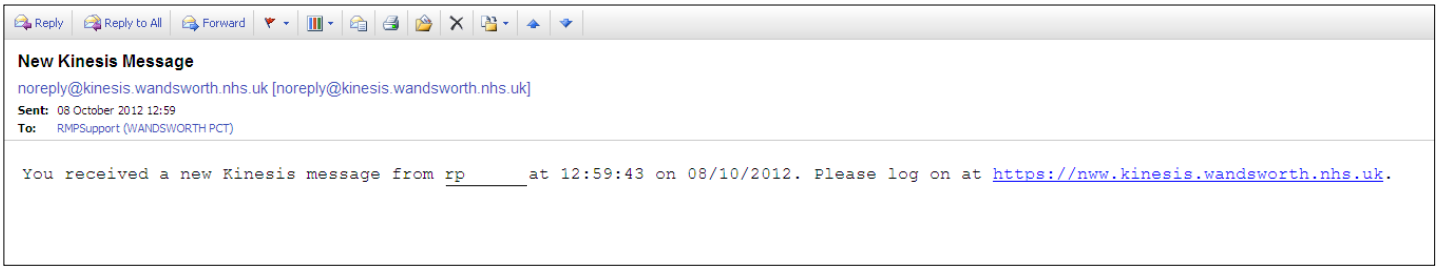
2. Kinesis – Quick Reference Guide

Receiving Secure Messages via Kinesis

GPs will seek advice from you by using the 'Messaging (Patient Related)' option. The message subject will be the NHS number of the patient who the advice is needed on, and the GP will complete a message detailing the nature of their request including patient history / test results etc.

When a GP has sent a message to you using Kinesis you will receive an email and a text message as follows:

EMAIL:


Reply
Reply to All
Forward
New Kinesis Message
noreply@kinesis.wandsworth.nhs.uk [noreply@kinesis.wandsworth.nhs.uk]
Sent: 08 October 2012 12:59
To: RMPSupport (WANDSWORTH PCT)
You received a new Kinesis message from rp at 12:59:43 on 08/10/2012. Please log on at https://nww.kinesis.wandsworth.nhs.uk.

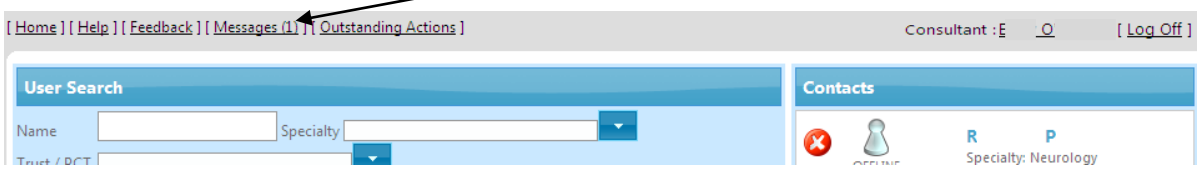
TEXT MESSAGE:

From: Kinesis

Kinesis message received at 12:59 PM on 08/10/2012

1. When you log on to the system you will be prompted with the following message, click on '**OK**' to remove this message:

2. You can view the new message via the messages button at the top of the page. This will also indicate how many messages have been received. Click on the '**messages**' button.



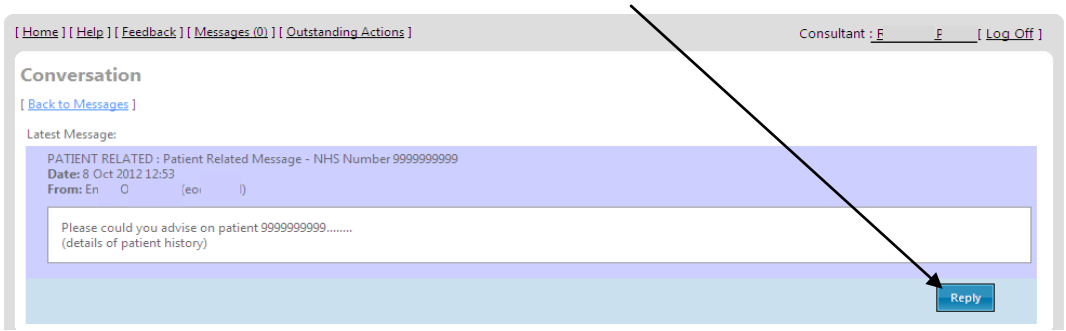
3. The unread messages are indicated by a **closed envelope**. **Select** these to read and reply to the messages.

[Home] [Help] [Feedback] [Messages (1)] [Outstanding Actions]
Consultant : F F [Log Off]
Received Messages
[Sent Messages]
PATIENT RELATED : RE: NHS Number 9999999999
Date: 8 Oct 2012 12:59
From: R P (rp)
(2)

Once you have clicked on a message you will be able to see the message content:

[Home] [Help] [Feedback] [Messages (0)] [Outstanding Actions]
Consultant : F F [Log Off]
Conversation
[Back to Messages]
Latest Message:
PATIENT RELATED : Patient Related Message - NHS Number 9999999999
Date: 8 Oct 2012 12:53
From: En O (eo)
Please could you advise on patient 9999999999.....
(details of patient history)
Reply

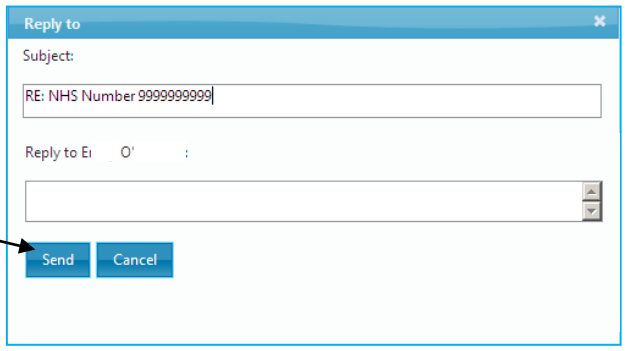
4. To reply to the GPs message select the '**Reply**' button for your messaging screen to reappear.


[Home] [Help] [Feedback] [Messages (0)] [Outstanding Actions]
Consultant : F F [Log Off]
Conversation
[Back to Messages]
Latest Message:
PATIENT RELATED : Patient Related Message - NHS Number 9999999999
Date: 8 Oct 2012 12:53
From: En O (eo)
Please could you advise on patient 9999999999.....
(details of patient history)
Reply

A small 'Reply to' window will open:

Complete your reply message and click on '**Send**'

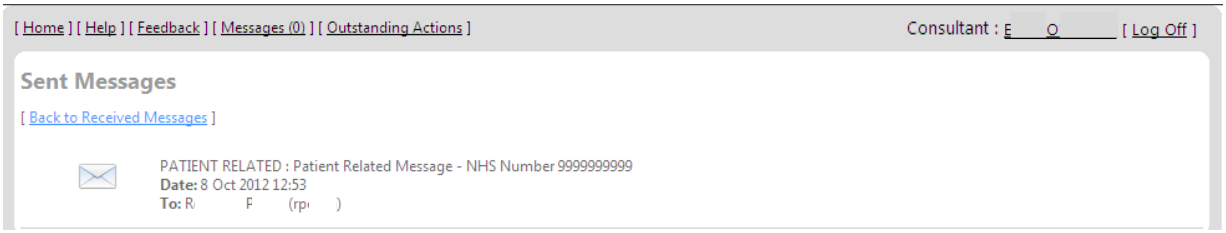
Your message will now be sent to the GP



5. Previous read messages are indicated by an **open envelope** and can still be viewed by selecting them

6. Select '**Sent Messages**' at the top of the page to view the messages you have sent.

You will now be able to see your sent messages listed:


[Home] [Help] [Feedback] [Messages (0)] [Outstanding Actions]
Consultant : E O [Log Off]
Sent Messages
[Back to Received Messages]
PATIENT RELATED : Patient Related Message - NHS Number 9999999999
Date: 8 Oct 2012 12:53
To: R P (rp)

*Note: Whether reading your messages or replying to one, once complete select '**Home**', at the top of your screen, which will take you back to your Home Page.*

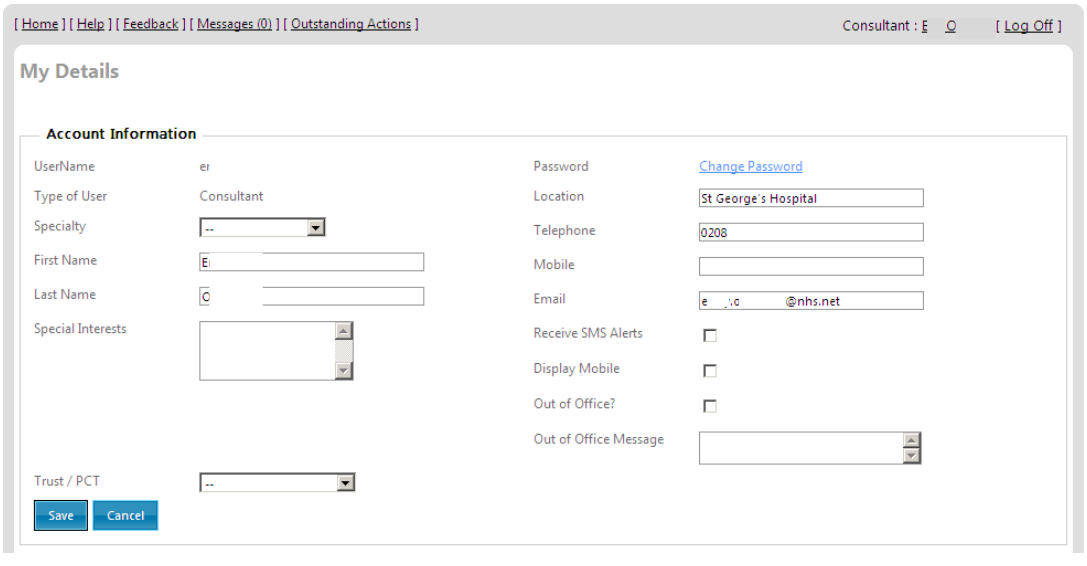
Consultant Out of Office

If you are going to be out of the office please ensure that you put an out of office message on your profile so that GPs can see that you will not be available to provide them with advice within 24 hours.

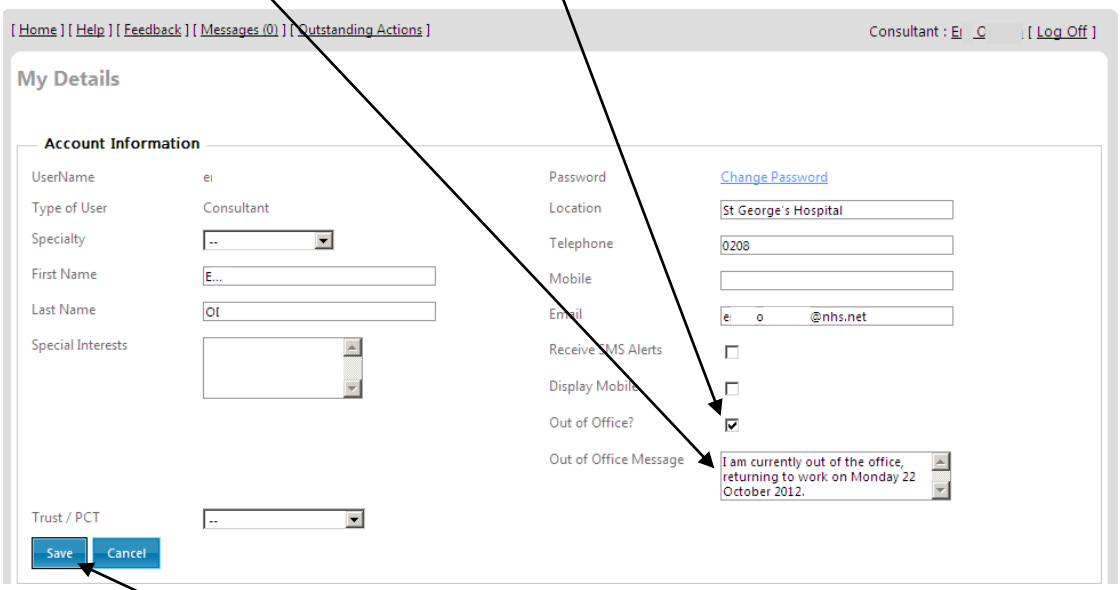
To do this:

a) Click on you '**title**' from the top right hand side of the screen.

b) The details page will now open -



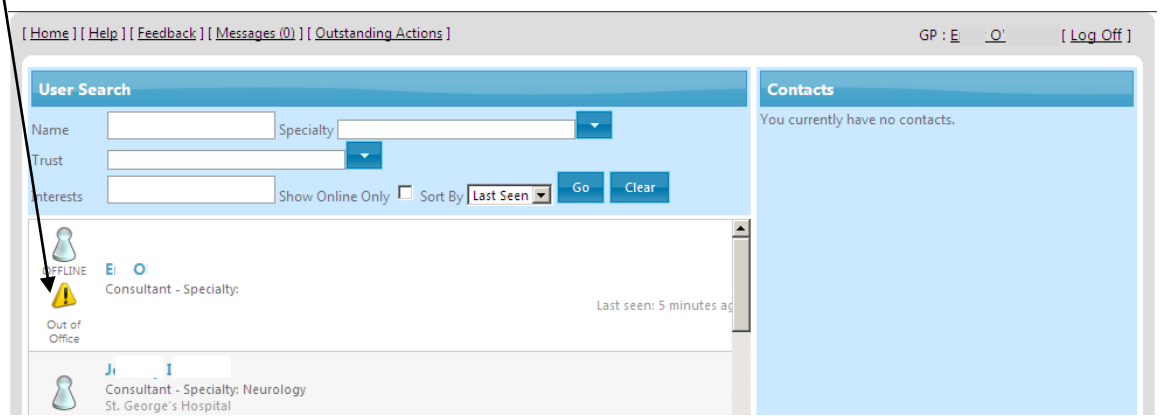
c) Click in the box on the right of '**Out of Office?**' and type the out of office message in the '**Out of Office Message**' box:



d) Click on the '**Save**' button.

GP view:

When the GP logs into their account they will be able to see that you are out of the office as the '**Out of Office**' symbol will appear next to your name:



If they click to view your details they will be able to see your '**Out of Office**' message:

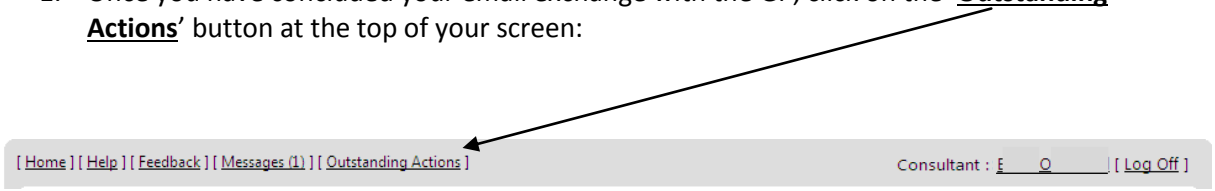
[Home] [Help] [Feedback] [Messages (0)] [Outstanding Actions]
GP : E O' [Log Off]
E O
Out of Office : I am currently out of the office, returning to work on Monday 22 October 2012.

Kinesis Survey – *this is a very important function*

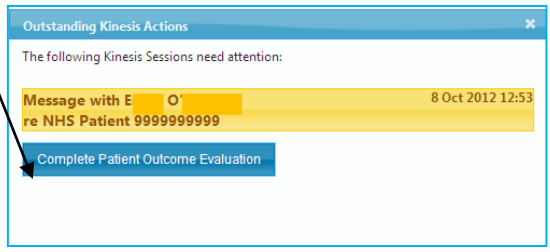
The 'Kinesis Survey' is very important as the results from this enable the RMP Support Team to measure the success of the service…

Once you have received a message from a GP, Kinesis will automatically create a 'Patient Outcome Evaluation' survey. The survey **must** only be completed once the communication with the GP has ended; whether you were able to give advice on the patient or not.
Please see the steps below:

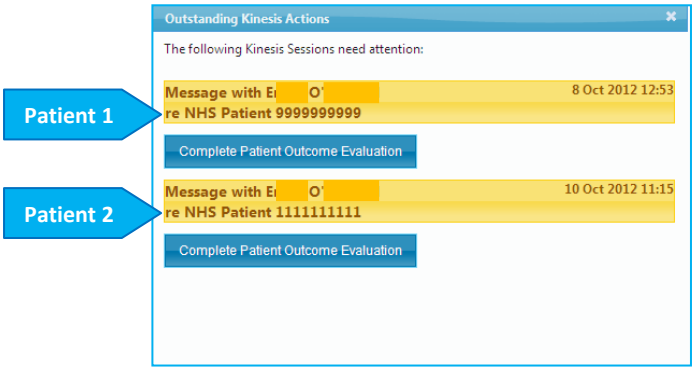
1. Once you have concluded your email exchange with the GP, click on the '**Outstanding Actions**' button at the top of your screen:



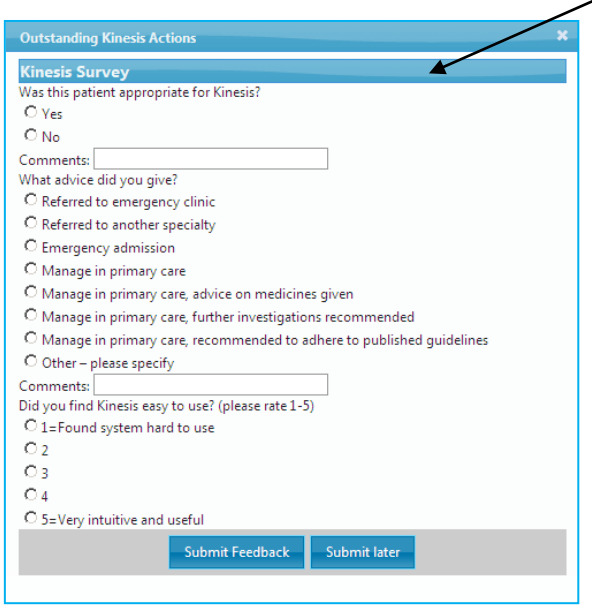
2. Click on the '**Complete Patient Outcome Evaluation**' button.


Outstanding Kinesis Actions
The following Kinesis Sessions need attention:
Message with E O
8 Oct 2012 12:53
re NHS Patient 9999999999
Complete Patient Outcome Evaluation

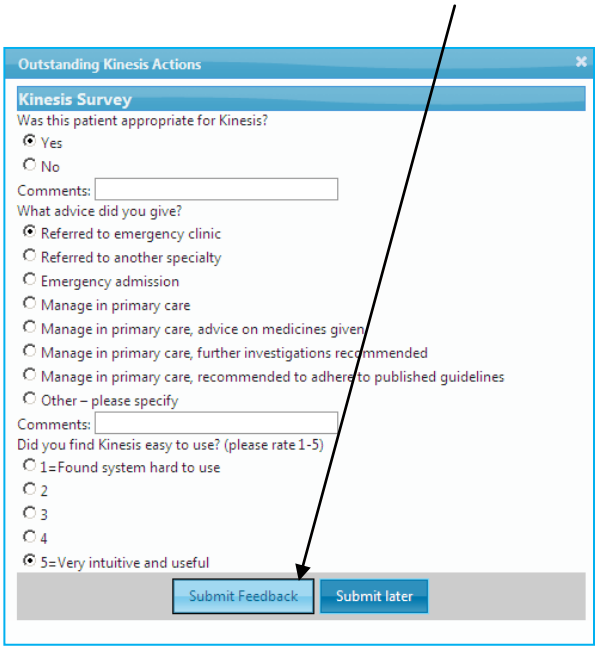
Note: If you have given advice regarding more than one patient – please ensure you select the correct patient by checking the NHS No:



3. Once you have clicked on the 'complete Patient Outcome Evaluation' the '**Kinesis Survey**' screen will open:



4. Complete your answers and click on the '**Submit Feedback**' button:



Feedback

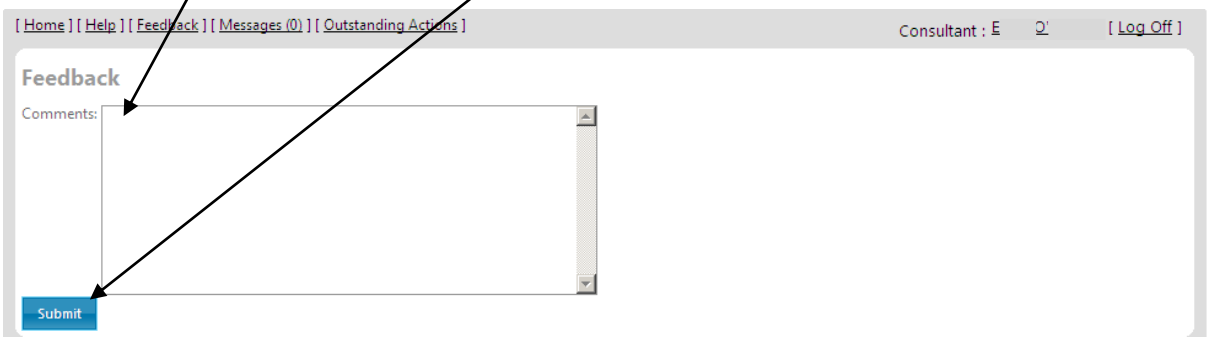
Your feedback is very important to us and we are interested to hear your comments including if there is any functionality you would like you to see in the future on Kinesis.

Please send us your comments via any of the methods below:

1) The '**Feedback**' button on Kinesis:

The feedback screen will open:

Complete the '**Comments**' box and click on '**Submit**' – your comments will then be sent to the RMP Support Team.



2) Email to: ***WACCG.RMPSupport@nhs.net***

3) Telephone: Emily O'Donnell: 020 8812 7438

Appendix A – Frequently Asked Questions

Q. When can I start using Kinesis?

A. Kinesis will be available to use by all GP practices within Wandsworth from Wednesday 24th October 2012.

Q. How do I access Kinesis?

A. You can access the Kinesis logon page from your desktop by either clicking on the following link ***https://nww.kinesis.wandsworth.nhs.uk/Account/LogOn/*** or opening Internet Explorer and copying and pasting the link into your browser.

Q. How do I get help with a question or query about Kinesis?

A. To have your query answered, just send an email to ***WACCG.RMPSupport@nhs.net*** and a member of the RMP Support Team will contact you directly.

Q. Is Kinesis a patient record system?

A. No - Kinesis does not store any medical or personal information about a patient.

Q. What happens if the NHS number is incorrect?

A. The system will not accept incorrect NHS numbers. Please check the NHS number against your patient's record before entering again.